

Managing to Success: Coordinated Entry, Case Conferencing, and the BFZ Approach



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VIRTUAL VETERANS CONFERENCE

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Built for Zero



Built For Zero is a movement of 90+ communities working to end homelessness, across the U.S. and around the world.



Built for Zero Approach



- **Locally Driven:** Helps communities adopt proven best practices, deploy existing resources more efficiently, and use real time data to improve performance.
- **Teach Proven Problem-Solving Methods:** Builds capacities around Improvement Science, Data Analytics, Human-Centered Design and Facilitation for Results
- **Data-Driven:** Implements transparent data and performance management for real-time improvement.
- **Collective Impact:** Engages leadership from the government, private, and philanthropic sectors in securing new resources for communities and removing policy roadblocks
- **Power of Peer to Peer Learning:** Facilitates learning across communities to spur innovation, knowledge sharing and group problem solving.

Built for Zero Approach



- Getting to zero takes moral courage, data driven thinking, and a systems wide approach
- Great housing programs aren't enough to end homelessness – getting to zero takes a whole system focused on reducing and ending homelessness.
- Systems must continuously improve, change and adapt to the shifting needs of people and unexpected changes in the environment

“Every system is perfectly design to the get the results that it gets” – Edward Deming

What is a system?



System: The dynamic interaction of processes, structures, policies, resources, human relationships and values moving towards a shared goal.

- Many parts
- Doing different things
- Working Together
- Towards a common goal





PARTNERS IN CARE

O'ahu's Continuum of Care

2020 Point in Time Count



- The PIT Count is a requirement of the U.S. Department of Housing and Urban Development (HUD) for the Honolulu CoC
- PIT count is a count of sheltered and unsheltered homeless persons on a single night in January.
- The 2020 PIT Count was completed on Thursday, January 23, 2020

2020 Point in Time Count and Veterans



356

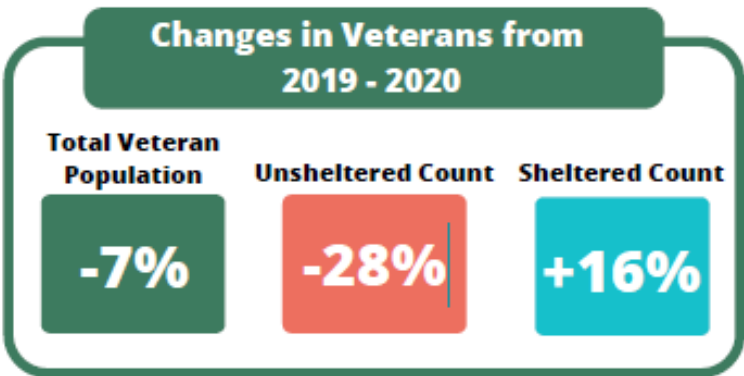
veterans experiencing homelessness
on O’ahu on the night of January 22, 2020



59%
Sheltered
210 individuals



41%
Unsheltered
146 individuals

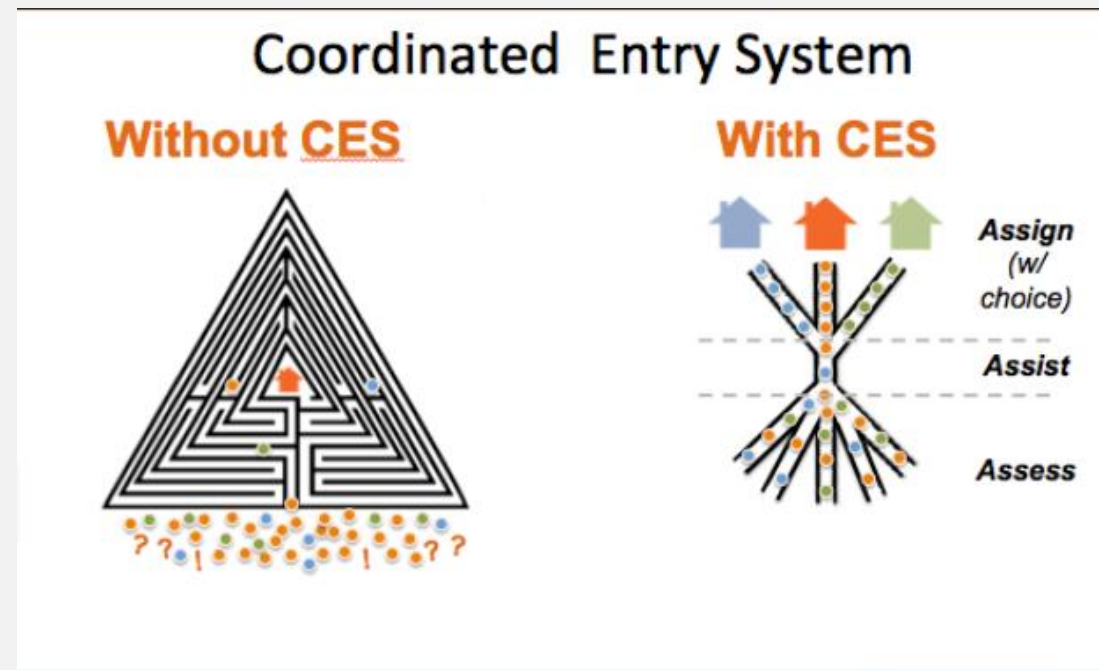


COORDINATED ENTRY SYSTEM (CES)



- In 2017, Oahu began laying the framework for CES
- CES facilitates the coordination and management of resources that comprise the homeless crisis response system on the island of Oahu.
- CES works to connect the highest need, most vulnerable persons in the community to available housing and supportive services quickly.
- CES allows users to efficiently and effectively connect people to interventions that aim to rapidly resolve their housing crisis

COORDINATED ENTRY SYSTEM (CES)



VI-SPDAT




Standardized assessment tool used across the island

Entered into HMIS

Adds individual to the BNL

3 different VISPDATS:

- Family
- Individual
- Transition age youth (TAY)

 **PARTNERS IN CARE**
OAHU'S CONTINUUM OF CARE
Serving Honolulu County

VI-SPDAT V2 (Individual)

Identifying

First Name*: _____ **Last Name*:** _____

Client has nickname ☐ **Nickname** _____

Birth Date*: _____ ☐ Full DOB ☐ Partial (MM/YY) ☐ Partial (DD/YY)

Age: _____ ☐ Client doesn't know ☐ Refused ☐ Data not collected

Gender* ☐ Male ☐ Female ☐ Transgender Male to Female ☐ Transgender Female to Male ☐ Client Refused ☐ Other _____

Social Security#*: _____ ☐ Full ☐ Partial ☐ Client doesn't know ☐ Refused ☐ Data Not Collected

Which VI SPDAT would you like to fill out for this client*?

☐ Individual ☐ Youth

Citizenship Status

☐ U.S. Citizen ☐ U.S. National (American Samoa or Swains Island) ☐ Undocumented ☐ Client doesn't know ☐ Client refused

☐ Non-US Citizen COFA

VETERAN BY NAME LIST (BNL)



Real time list of veterans currently experiencing homelessness in our community.

Helps to:

1. Understand the scope of homelessness in the community
2. Understand how many people move in and out of the system on an ongoing basis
3. Have accurate information to set goals to reduce homelessness
4. Have accurate information to understand if you are making progress in ending homelessness

CASE CONFERENCING



- Bimonthly meeting of frontline staff (outreach workers, case managers, program leads etc.)
- Veteran specific, regional
- Discuss veterans on the BNL
 - Chronically homeless
 - Vulnerable
 - Open referrals to housing resources

MAYOR'S CHALLENGE TO END VETERAN HOMELESSNESS



- Interagency initiative that launched in June 2014 and calls on cities, counties, and states to ending and preventing homelessness among veterans in their communities
- Aligning efforts with Built for Zero

Overall goal = Reach Functional Zero!



ACTIVELY HOMELESS VETERANS < **AVERAGE MONTHLY HOUSING RATE** =  **FUNCTIONAL ZERO**

ACTIVE CHRONICALLY HOMELESS < **3** OR **0.1% INDIVIDUAL PIT COUNT #** =  **FUNCTIONAL ZERO**

Current Change Ideas and Efforts



- Decrease chronic homelessness by 50%, from 123 → 63
- Improve Veteran Case Conferencing

Decrease Chronic Homelessness for Veterans



- Added second monthly case conferencing with focus on CH Veterans
- Identify gaps in resources for CH Veterans
- CES prioritization of CH Veterans

Improve Case Conferencing

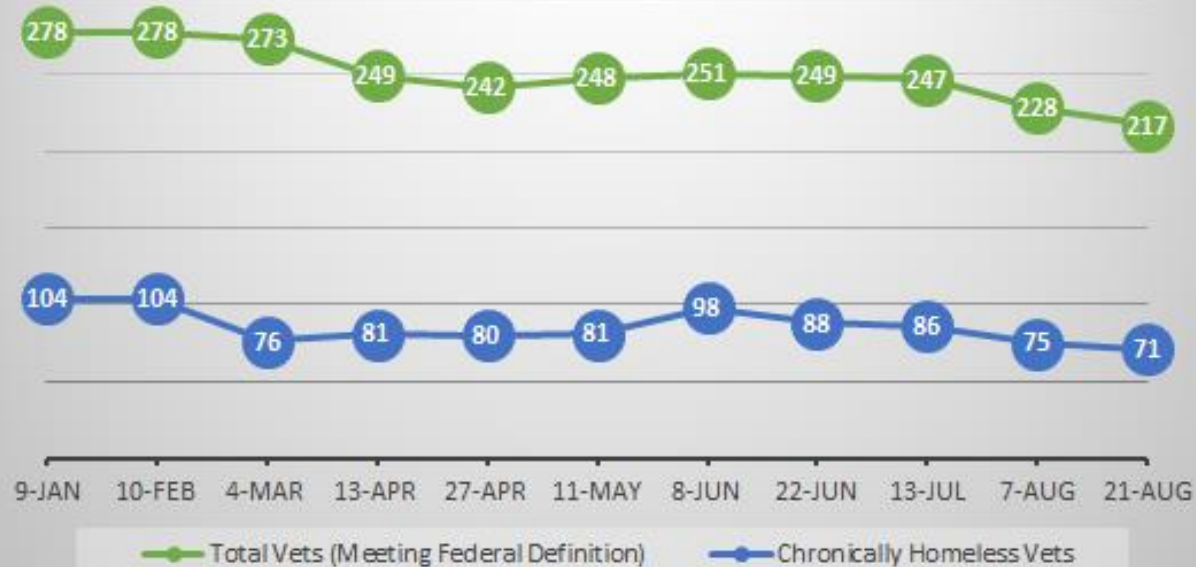


- Best Practice: Continuous improvement and adaptation of agenda based on community and provider needs
- Decrease time spent on introductions and announcements
- Keep case conferencing focused on veterans and action plans/next steps
- Figure out who is responsible for navigating CH Veteran to next step and target housing date

Current Progress



2020 Veterans (According to By Name List)



BNL and Quality Data



WHAT MAKES A BY-NAME LIST “QUALITY?”

We’ve developed a 10-point scorecard that helps communities assess the quality and real-time nature of their by-name lists. The scorecard assesses broadly for three elements.

FULL COVERAGE

- ☐ All agencies and programs are represented
- ☐ List includes people sleeping in shelters and on the streets

IMPROVED SYSTEMS

- ☐ List is updated monthly, at a minimum
- ☐ As people’s housing status changes, those changes are reflected on the list

RESOURCE ADVOCACY

- ☐ Each person has a file that includes their name, history, health and housing needs
- ☐ Each person can be followed through the system to ensure they get the help they need

CES and Challenges



- Some providers reluctant to come to the table
- Lack of training regarding HMIS, CES
- Large number of homeless veterans on the BNL
- Locating/contacting the veteran
- Coordination of navigation services
- Not all veterans are eligible for veteran resources
- Not always enough housing resources
- COVID-19

PIC, CES, and Successes



- Vet Validations
- Diversion
- Improved Collaboration and Communication between provider
- Decrease in Veteran Homelessness by more than 20 percent from January 2020
- Decrease in Veteran CH by more than 30 percent from January 2020
- Have more HUD-VASH vouchers than CH and homeless veterans
- VA integration into CES

CES Future Priorities



- Strengthen diversion & coordinated entry, focus on homeless prevention
- Increase exits to Permanent Housing (PH)
- Make data-driven decisions
- Educate Others
- Advocate with a collective voice

CES, Case Conferencing, and BFZ Takeaways



Questions?

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